City of Cambridge
File No. 10020
Request for Information for
Cemetery Management Software

The City of Cambridge ("City") invites and welcomes sealed submissions, which must be received at the Office of the Purchasing Agent, Room 303, City Hall, 795 Massachusetts Avenue, Cambridge Massachusetts 02139 prior to **11:00 a.m. on Thursday, November 18, 2021 to** provide the following services:

The purpose of this Request for Information (RFI) is to elicit the advice and best analysis of knowledgeable persons in the vendor community to provide information on available cemetery software management solutions to help better manage the Cambridge Municipal Cemetery records.

Copies of the Request for Information ("RFI") may be obtained at the Office of the Purchasing Agent on or after **Thursday, October 28, 2021**. This RFI may be downloaded from the City's website: www.cambridgema.gov, online services, Purchasing Bid List, Regular RFP, **File No. 10020.** This is not a solicitation of quotes or invitation for bids and no contract will be executed as a result of this Request for Information. This RFI is for market research purposes only and does not constitute an offer by the city of Cambridge to perform the tasks listed in this RFI.

Questions concerning the RFI must be submitted in writing by 11:00 AM. on Thursday, November 4, 2021, to Elizabeth L. Unger, Purchasing Agent, at the address above, or by email to Purchasing@cambridgema.gov. Answers to substantive questions will be posted to the website in the form of an addendum. It is the responsibility of all proposers to check the website for addenda.

One (1) Electronic copy must be submitted by 11:00 a.m. November 18, 2021 via e-mail to purchasing@cambridgema.gov. Respondents may also submit hard copies to the Office of the Purchasing Agent, Room 303, City Hall, 795 Massachusetts Avenue, Cambridge Massachusetts 02139. Please label "RFI for Cemetery Management Software, File No. 10020. Any submissions received after such time will not be accepted, unless the date and time has been changed by addendum. Delivery to any other office or department does not constitute compliance with this paragraph, unless the submissions are received by the Purchasing Agent by the established deadline.

Elizabeth L. Unger, Purchasing Agent City of Cambridge

Confidentiality and Public Records Law

All responses to this RFI will be public record under the Commonwealth's Public Records Law, Mass. Gen. L. Ch. 66 s. 10, regardless of confidentiality notices set forth on such writings to the contrary.

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.
This RFI is issued solely for information and planning purposes – it does not constitute an Invitation to Bid (IFB) or a Request for Proposal (RFP) or a promise to issue either in the future. Responses to this RFI shall serve solely to assist the City of Cambridge (City) in understanding the current options and/or possibilities regarding the solicited information and/or to inform the development of a possible future solicitation. Respondents to this RFI are invited to respond to any or all of the questions in this document. This RFI does not in any way obligate the City to issue or amend a solicitation or to include any of the RFI responses in any solicitation. Responding to this RFI is entirely voluntary and will in no way affect the City's consideration of any proposal submitted in response to any subsequent solicitation, nor will it serve as an advantage or disadvantage to the respondent in the course of any solicitation that may be subsequently issued or amended. Not responding to this RFI does not preclude participation in any future IFB or RFP, if any is issued. Respondents are responsible for any and all costs incurred to respond. The City shall not be responsible for any costs associated with costs incurred by a respondent as a result of responding to this RFI.

1. Introduction

The City is seeking information on available cemetery software management solutions to help better manage the Cambridge Municipal Cemetery records. The objective of this request for information (RFI) is to get a broad overview of what is available for cemetery management software. Any technical specifications listed in this document are an expression of intent, not a restrictive list of must-meet requirements.

2. Current State

The City of Cambridge maintains a 66-acre municipal cemetery with over 100,000 internments and 30,000 plots. All cemetery records are managed in a Microsoft Access database. This database contains records on internments, ownership records, financial records and funeral directors. This database contains location information that can be used to link to a GIS database that contains records for all 30,000 plus plots. In addition, the Cemetery has scanned records for all deeds, ranges and owners.

3. Future State

The City of Cambridge is seeking a modern, web-based, cloud hosted cemetery management system. This system would provide easy access to all cemetery back-end records as well as a public interface that will allow the public to search records and locate plots. The system will be able to manage all financial transactions, internment information, and owner information in an intuitive, modern interface.

4. Vendor Instructions

Please submit the following information in response to this RFI
1) Your company name and website
2) Respond to the questions in Section 5 of this RFI
3) An example of a cemetery using the vendor's software, if applicable

5. Information Requested

(A) General Functionality

(1) Can your software link to scanned documents for individual cemetery records?

YES   NO

Notes:

(2) Can your software track funeral director information?

YES   NO

Notes:

(3) Does your software manage plot ownership information?

YES   NO

Notes:

(4) Does your software manage internment information?

YES   NO

Notes:

(B) Data Management

(1) Can your company import existing Microsoft Access Cambridge Cemetery records into the new Cemetery management system?

YES   NO

Notes:

(2) Is your software cloud based (hosted)?

YES   NO

Notes:

(C) Public Portal

    (1) Does your software have a public portal that allows people to search the cemetery records and find select information about the internments?

        YES   NO

        Notes:

    (2) Does your software have a mobile application that can be used on a smart phone to search for select information?

        YES   NO

        Notes:

    (3) Does your software have a mobile application that can provide a map and directions to people visiting the cemetery?

        YES   NO

        Notes:

(D) Financial Tracking

    (1) Does your software track revenue?

        YES   NO

        Notes:

    (2) Can the cemetery end-user enter fees and change fees in the software?

        YES   NO

        Notes:

    (3) Can the software group fees by different revenue codes in a report?

        YES   NO

        Notes:

(E) Reports
    (1) Can the software produce custom reports?

        YES   NO

        Notes:

    (2) Can the software generate customer receipts?

        YES   NO

        Notes:

    (3) Can the cemetery end-user report on fees collected for a user specified time period?

        YES   NO

        Notes:

    (4) Can the software produce custom revenue reports per client specifications?

        YES   NO

        Notes:

    (5) Can the software produce a custom report that can be printed on an index card?

        YES   NO

        Notes:

(F) Mapping/GIS
    (1) Does your software having a mapping component to show burial locations?

        YES   NO

        Notes:

    (2) If your software has a mapping component, can the user update the plot/GIS information?

        YES   NO

        Notes: